

IURC OUTAGE REPORTING FORM

Submit to: outage@urc.state.in.us

Outage Reporting Phone # (317) 234-2723

Reporting Conditions:

- Investor-owned utilities must report outages lasting two or more hours and affecting 2% or 3,000 of their customers, whichever is less.
- Municipal and cooperative utilities must report outages lasting two hours or more and affecting 5% or 1,000 customers, whichever is less.
- The report should be made to the commission as soon as possible after the two-hour and customer affected level has been reached.
- Utilities are encouraged to report any outage they believe might cause public concern, for example a large housing development or a segment of the business district during business hours, even if the outage does not meet the duration/customer level threshold.

Required Information:

| Contact Information | |
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| Name of Utility: | |
| Utility Contact Representative: | |
| Contact Phone: | |
| Outage Information | |
| Estimated # of Customers Affected: | |
| Interruption(s) Start Date/Time: | |
| Duration of Interruption(s): | |
| Location of Interruption(s): (County and Address) | |
| Cause of Interruption(s): | |
| Estimated Service Restoration Time: | |
| Reported By: | |
| Date/Time: | |

Updates to On-going Outages: Updates on the reported outage must be done every two hours until the problem is resolved, or in the case of an extreme emergency, on a schedule agreed to by the commission and utility. For example in the case of wide-spread tornado damage where the utility agrees to report the status of repairs as major circuits come back on line.

Follow-up Reports: All outages that meet the reporting threshold should be followed-up with a final report within 5 days after the outage has been resolved.